



Australian Government

PSPGEN098 Deal with conflict

Release: 1

PSPGEN098 Deal with conflict

Modification History

Supersedes and is not equivalent to PSPGEN032 Deal with conflict.

Application

This unit describes the performance outcomes, skills and knowledge required to handle difficult interpersonal situations and address the conflicts that arise in day-to-day work activities.

This unit applies to those working in generalist and specialist roles within the public sector. Those undertaking this unit work independently, performing complex tasks in a range of familiar and unfamiliar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

General

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Determine the cause of conflict.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify, clarify and confirm factors and issues relevant to the conflict situation.
- 1.2. Analyse the conflict situation, including the cause, and establish the position of each party.
- 1.3. Accept and treat all points of view objectively and with respect.
- 1.4. Take action to prevent escalation of the conflict in accordance with organisational policies and procedures.
- 1.5. Initiate proceedings to settle the conflict with minimal delay.

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| 2. Establish and implement strategies for dealing with conflict. | 2.1. Encourage all parties involved to share responsibility for finding a solution.
2.2. Select a strategy for resolution in accordance with organisational policies and procedures.
2.3. Provide assertive feedback and accept constructive feedback in a non-defensive manner.
2.4. Agree on outcomes that meet individual, organisational and legislative requirements.
2.5. Seek assistance where necessary. |
| 3. Evaluate response and outcome. | 3.1. Maintain records and reports in accordance with organisational policies and procedures.
3.2. Provide accurate and constructive observations of incidents in reviewing and debriefing the situation.
3.3. Evaluate and review effectiveness of response. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Writing skills to:	• prepare written reports and records of issues, options and actions requiring accuracy and formal language structures.
Problem solving skills to:	• use analytical techniques to identify issues and generate possible solutions, seeking input from others to propose solutions • draw on diverse perspectives of others to gain insights into causes of conflict and potential solutions.
Teamwork skills to:	• collaborate with others to achieve joint outcomes, playing an active role in facilitating effective group interaction, influencing direction and taking a leadership role on occasion.

Unit Mapping Information

Supersedes and is not equivalent to PSPGEN032 Deal with conflict.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPGEN098 Deal with conflict

Modification History

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Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- identify the cause of conflict, and suggest strategies to resolve the conflict, in two of the following scenarios:
 - conflicts among work colleagues or work teams
 - conflicts between employees and supervisors
 - customer complaints
- problem-solve to deal with unexpected issues or attitudes.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation, regulations, policies, procedures and guidelines relating to managing conflict in the workplace
- types of conflict in the workplace and typical causes
- conflict theory, including signs, stages, levels, factors involved, results
- conflict resolution skills and strategies
- group processes and roles people play
- organisational structures and workplace culture
- individual differences that may contribute to conflict situations
- theory of personal power and positional power and its significance in conflict situations
- grievance procedures in the public sector
- assistance and referral support available:
 - mediators
 - employee assistance providers
 - advocates
 - supervisors and senior staff
 - colleagues

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, regulations, policies, procedures and guidelines relating to managing conflict in the workplace
- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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